



The Commonwealth of Massachusetts

DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

INVESTIGATION INTO SERVICE QUALITY GUIDELINES D.T.E. 04-116

SECOND SET OF INFORMATION REQUEST OF THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO ALL PARTICIPANTS

Pursuant to 220 C.M.R. 1.06(6)(c), the Department of Telecommunications and Energy ("Department") hereby submits the following information requests to all participants with respect to Investigation into Service Quality Guidelines, D.T.E. 04-116.

INSTRUCTIONS

The following instructions apply to this set of Information Requests and all subsequent Information Requests issued by the Department in this proceeding.

1. Please serve a copy of the responses on Mary Cottrell, Secretary of the Department, one copy to the Service List, and three copies of the responses to Jody M. Stiefel, Hearing Officer. Submit copies of the Company's responses to the information requests to the Department by **10:00 a.m., July 14, 2005**. In addition to filing, all non-proprietary responses should be submitted by e-mail to dte.efiling@state.ma.us, jody.stiefel@state.ma.us, and to the e-mail address of any party required to be served.

Requests

- DTE-A 2-1. Would it be appropriate in the future for companies to enter into settlements or other agreements which would permit parties to deviate from the established SQ Guidelines? Explain.